



Tauranga City

## Job description

<b>Title</b>	Supervisor - Traffic Operations
<b>Number</b>	TBC
<b>Group</b>	Community Services
<b>Division</b>	City Operations
<b>Reports to</b>	Team Leader – City Operations
<b>Direct reports</b>	10 FTE various Foreperson/s and Operators.
<b>Date</b>	11 November 2024

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- provide leadership & guidance to others
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to lead the traffic operations for the entire City Operations team. This is a people leadership role managing 10 direct reports (STMS and TMO operators) as well as the planning, scheduling, and coordination of all daily traffic management requirements. The Traffic Operations Supervisor will be the subject matter expert for the broader team ensuring all sites meet strict safety and compliance regulations and metrics. The Supervisor will use a risk-based approach to plan and mitigate the risks to road workers and road users with the aim to keep all parties safe.

This role includes a substantial portion of business development where they will be putting proposals forward to win business from other parts of TCC.

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## Key outcomes

<p><b>Traffic Management planning and services are best practice (safe and efficient).</b></p>	<ul style="list-style-type: none"> <li>• Share best practice technical traffic management expertise with the team in regard to: sign &amp; cone placement and pack down, setting up traffic management as per approved plans, modifying site set ups, assigning and explaining STMS site specific plan rationale to STMS staff and their expected duties and preparation of relevant documentation/ drafting.</li> <li>• Prepare Temporary Traffic Management Plans and Corridor Access Requests to submit to Road Controlling Authorities (RCA's).</li> <li>• Liaise with person/s making the request/s for TM set ups.</li> <li>• Provide traffic management feedback at staff meetings/ monthly toolbox talks, specifically on non-compliances and potential risk areas.</li> <li>• Attend daily site visits to check compliance and discuss issues with site personnel to enable understanding and buy in of STMS rationale as part of overall safety procedures.</li> <li>• Monitoring of all sites, attended and unattended.</li> </ul>
<p><b>The Supervisor provides strong and effective leadership to their team.</b></p>	<ul style="list-style-type: none"> <li>• Guide, support, and mentor the team to deliver high quality traffic management services for both City Operations and teams within the greater TCC.</li> <li>• Provide constant feedback to your team members in regard to their performance and conduct.</li> <li>• Scope and assess work, forward plan, triage and create pricing options.</li> <li>• Engage and manage specialist sub-contractors for complex issues.</li> <li>• Maintain a solid working knowledge of relevant legislation, policy, and procedures that affect your function.</li> <li>• Proactively engage with the Health, Safety and Compliance Lead to maintain a safe working environment.</li> <li>• Authorize overtime and ensure timesheets are accurate.</li> <li>• Ensure team member performance is regularly reviewed, and action is taken to address any issues.</li> <li>• Ensure Job Start forms and SOPs are completed accurately and appropriately filed.</li> <li>• Recruitment and training of new employees.</li> </ul>

<p><b>The Supervisor is held accountable for delivering outcomes that keep our people and the community safe.</b></p>	<ul style="list-style-type: none"> <li>• Proactive chasing of opportunities across TCC departments where the TM team could deliver the service instead of an external contractor.</li> <li>• Monitor, audit and report on all work sites.</li> <li>• Apply a risk-based approach to TTM while keeping roadworkers and road users safe and minimizing disruption to people's journeys.</li> <li>• Ensure all work is completed by TM operators that are appropriately trained and competent.</li> <li>• Have oversight of STMS equipment inventory on each vehicle to utilise trucks and trailer for daily use and callouts.</li> <li>• Liaise with broader teams within TCC eg Road Corridor Access team to ensure quality and timeliness specifications are met.</li> <li>• Conduct H&amp;S and quality auditing and implement corrective actions that have been identified.</li> <li>• Engage with suppliers and subcontractors to assist with the delivery of the work.</li> <li>• Ensure enquiries, requests and incidents are professionally responded to in accordance with TCC KPI guidelines and recorded in TCC systems.</li> </ul>
<p><b>The Supervisor is constantly evolving the team to be more efficient, effective, and highly skilled.</b></p>	<ul style="list-style-type: none"> <li>• Identifying training gaps in team members and action appropriate interventions.</li> <li>• Actively contribute to team toolbox meetings with ideas and issues.</li> <li>• Creating efficiencies across teams by planning in multiple activities during the same visit.</li> <li>• Provide resource (when available) to other teams to assist the broader City Ops Team in being as productive as possible. This will include collaborating with other Supervisors to understand their needs and upskilling employees to be able to deliver the work safely.</li> </ul>
<p><b>The Supervisor encourages a team culture that is positive, respectful, and focused on health &amp; safety.</b></p>	<ul style="list-style-type: none"> <li>• Build a culture of positivity towards all aspects of health and safety, acting as a role model for the City Operations Team.</li> <li>• Report wrongdoing or misconduct such as miss use of TCC assets (machinery, vehicles, and plant), theft or bullying.</li> <li>• Ensure yourself and team members provide a high standard of customer service to all customers, communities, and businesses. Making sure there is an awareness of, and recognition is given to any cultural requirements.</li> </ul>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

## Person specifications

- Previous experience of 10 years + leading an operational traffic management team or similar.
- Relevant qualifications including Level A, B, C STMS (P) and TMP Planner's warrant.
- Working knowledge of CoPTTM (Code of Practice for all Temporary Traffic Management).
- Working knowledge of NZGTTM (New Zealand Guide to Temporary Traffic Management).
- Working knowledge of WorkSafe's Good Practice Guidelines: Keeping healthy and safe while working on the road or roadside.
- A track record in successfully implementing Health & Safety plans and procedures as well as driving a culture of speaking up.
- Full clean Class 2 NZ drivers license.
- Strong communication and interpersonal skills with the ability to adapt your communication style to suit many different audiences.
- Exceptional problem-solving skills, able to work in ambiguity and complexity
- Advanced computer skills with the ability to do: reporting, Microsoft Office (Outlook, Word, Excel, Teams), use work flow and Health and Safety apps.
- Honesty and integrity at all times.
- The ability to be a positive ambassador for TCC, interacting with all community members in a respectful and appropriate way.
- Please note as part of Tauranga City Councils commitment to health, safety and wellbeing, the successful candidate will need to pass a pre-employment medical and drug & alcohol screen.

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## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections